

CHURCHDOWN PARISH COUNCIL

JOB DESCRIPTION

Job Title:	Receptionist [part-time]
Responsible for:	none
Responsible to:	Assistant Clerk and overall Clerk
Overall Responsibilities:	To provide a comprehensive Reception/Administrative Service to the Public and Members of Council.

Main Duties

1. Greet and welcome visitors/members of the public to the office.
2. Answer queries from members of the public and signpost to relevant authority.
3. Answer telephone – screen and forward incoming phone calls as required.
4. Answer queries and forward to appropriate authority by updating local authority on-line forms.
5. Provide basic and accurate information in-person and via phone/email.
6. Receive, sort and distribute daily mail/deliveries.
7. Maintain office security by controlling access via the reception desk (ensuring visitors sign-in).
8. Order office supplies and keep inventory of stock.
9. Act as booking clerk for Council facilities (i.e meeting room and sports pitches)
10. Update calendars and schedule meetings.
11. Prepare monthly notices of Parish Meetings and organising these to be placed on Village Notice Boards.
12. Prepare copy of planning applications in advance for next Committee Meeting.
13. Undertake research work as and when required.
14. Assist with the maintenance of database & collection of monies in relation to the Allotment Sites.
15. Assist with Community Events (i.e coordinating entertainers, booking venues, collection of monies etc.)
16. Ensure reception area is tidy and presentable, with all necessary stationery and material
17. Perform other clerical receptionist duties such as filing & photocopying.
18. Undertake any other duties commensurate with the level of the post.

Person Specification

Essential

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. photocopiers and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude
- Dependable

Desirable

- Local Knowledge of the area of the Parish of Churchdown

Working Hours

- 12 hours per week working Monday, Tuesday, Wednesday & Friday. [Thursday not required as the Tewkesbury Borough Advice Representative is in situ on that day]. The daily hours can be worked flexibly between the opening times of the Offices (09:00am and 1:00pm).